Practitioner Rights during the Credentialing Process

Review Information
You can request information that was submitted to support your credentialing application which was obtained from outside sources, including but not limited to, malpractice insurance carriers and state licensing boards. CCP is not required to make available references, recommendations, or peer-review protected information.

You can request this information Monday – Friday 8:30 am to 5:00 pm by contacting the Credentialing Department by phone at 1-844-618-5773, fax at 954-417-7016, or electronic mail (email) at credentialingdept@ccpcares.org.

Correct Erroneous Information from Other Sources
When information on your credentialing application varies substantially from information received from other sources, CCP will notify you immediately in writing. You have the right to correct any erroneous information supplied on your original credentialing application. If you would like to correct erroneous information please follow the below guidelines.

- Submit your request for corrections in writing to the Credentialing Department within 30 days of your initial application
- Provide written documentation to support your correction
- Submit all documentation by certified return receipt mail, electronic mail (email), or fax to the below:

    Community Care Plan
    Attn: Credentialing Department
    1643 Harrison Parkway, H-200
    Sunrise, FL 33323

    Electronic mail (email): credentialingdept@ccpcares.org

    Fax: 954-417-7016

CCP is not required to reveal the source of information that was not obtained to meet verification requirements or if federal or state law prohibits disclosure.

CCP documents receipt of corrected information in the practitioner's credentialing file. The documentation received is evaluated by Credentialing staff and the Medical Director before presentation of the file to the Credentialing Committee.

Application Status
Applicants have the right to receive a status update of their credentialing or re-credentialing applications upon request. You can track the progression of your application by logging in to our credentialing database (MSOW). This is outlined in the cover letter provided as a part of the credentialing application.

CCP allows you to check completion status of:
- Document Submission
- Online Verifications
- Medical Director /Committee Review

You can also request this information Monday – Friday 8:30 am to 5:00 pm by contacting the Credentialing Department by phone at 1-844-618-5773, fax at 954-417-7016, or electronic mail (email) at credentialingdept@ccpcares.org.